

NARRATIVE STATEMENT

- The exact address of the PSAP, location within building and security of the PSAP: The Rock Island Arsenal PSAP will be located at:
Department of the Army
USAG-Rock Island Arsenal
AMSTA-RI-FPF
Building 225
1 Rock Island Arsenal
Rock Island, IL 61299-5000
- Number of Answering Positions: There will be three dispatch positions; two located in building 225 (Police / Fire Station) and one backup position located in building 102. The two positions in building 225 will be the primary answering positions.
- In addition, the PSAP is located on the Arsenal Island, with security Check-points at the Arsenal entrance. The PSAP is located on the Arsenal Island, with security Check-Points at the entrance to the Island. In addition, the 9-1-1 PSAP is located in self-contained offices on the first and second floors of Building 225. Cypher locks will be installed on the entrance to each office and access limited to appropriate personnel.
- Agency responsible for operation of the PSAP: The US Army Garrison-Rock Island Arsenal will be responsible for the operation of the Rock Island Arsenal PSAP.
- Receiving ANI/ALI: The RIA E9-1-1 System consists of 2 ANI controllers working in conjunction with the RIA G3R 11 PBX system. The ALI controller system is integrated with the Teltronics ALI controllers through a CTI based integration. Once a directory/routing number for the target PSAP has been identified, the E9-1-1 tandem will deliver the voice call to the PSAP, along with the callback information. Today, this information takes the form of an E.164 Callback Number consisting of a 7/10-digit calling number/ALI. For 9-1-1 calls, the calling number/ANI associated with the calling station will be automatically forwarded to the PSAP and shown on a display within the attendant position. If a 7-digit ANI is delivered with the call, the display indicates a Numbering Plan Digit (NPD) that provides an indication of the Numbering Plan Area (NPA/Area Code) of the call station and the 7-digit ANI DN of the calling station. If the interface to the PSAP supports the delivery of a full 10-digit ANI, the NPANXX-XXXX of the ANI will be provided to the PSAP. The information delivered to the PSAP with a 9-1-1 call will include a key that can be used by the PSAP to query an Automatic Location Identification (ALI) database from SBC. All further functionality currently meets the NENA Generic E9-1-1 Requirements Technical Information Document Issue 1, July 23, 2004.
- Type of Radio/Telecommunications compatible with participating and adjacent agencies: As a current member of the Rock Island County ETSB system, the Rock Island Arsenal PSAP has compatible communications with the Rock Island PSAP.
- How 9-1-1 calls will be dispatched to participating and adjacent agencies: Calls received at the Arsenal PSAP that need to be transferred, will be transferred to the Rock Island PSAP as stated in Exhibits 8 & 9.

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- Territory covered by the system, i.e., list town, counties, district, etc.: The Arsenal PSAP will answer all landline 9-1-1 calls that originate on the Island. Currently 9-1-1 calls from 300 commercial lines on the Arsenal are answered by the Rock Island PSAP. These 300 lines will now be routed to the Arsenal PSAP.
- A listing of all telephone company(s) involved, their exchange(s) and prefix(es): No additional telephone companies are involved.
- A statement that agreements have been signed by all participating agencies in the system: Two additional agreements have been signed – Rock Island PSAP with Arsenal PSAP and Arsenal PSAP with Rock Island PSAP.
- Adjacent agencies that have been contacted about the amended system: All adjacent agencies will receive notification of the modification to the Rock Island County Enhanced 9-1-1 System.
- The cost of the system and how it will be paid for: Any costs associated with the Arsenal PSAP will be provided for by the Arsenal.
- Public education: Arsenal residents will be provided formal notification of the change in 9-1-1 call routing via USPS mail.
- Training: Training standards are outlined in the enclosed MOU, as Attachment C.
- Use of TTY's and Training: Currently, hearing or speech impaired callers on the installation are directed to dial a pre-defined number for emergency situations. For continuity, this scenario will remain the same and the pre-defined number will be automatically directed to the RIA PSAP. Once the E9-1-1 system is in place, TDD/TTY callers will be informed the capability to dial 9-1-1 directly does exist. Each RIA PSAP call taker position will be equipped with Palladium TDD configured to allow the call taker to establish communication with hearing or speech impaired callers. The TDD function will be programmed to launch as part of the "start up" for each call taker position and minimize and continue running as an application on the toolbar. Incoming calls will be answered audibly by the call taker. If the caller needs a TDD device to communicate, data tones will be sent to the 9-1-1 center. Upon detection of the first tone, the TDD application will launch and begin recording the text of the conversation. The call taker can then communicate with the originating caller by manually typing a response or choosing a hot-key to respond with a pre-programmed text message. Upon completion of the conversation, the TDD text will be recorded in the Call Detail Records for history. The TDD is capable of detecting different baud rates and types of formats (ASCII or Baudot). ANI/ALI will be displayed for each TDD/TTY call. The Palladium TDD/TTY system currently meets all ADA standards and passes the new NENA TDD/TTY standards. This information is also outlined in the enclosed MOU.
- Logging Recorder: The RIA system contains the Telident Call LogLink IP call logger which records all emergency calls, associated radio traffic, and call taker screen activity with the media required. This system is installed with call monitoring capability which allows shift supervisor to monitor 9-1-1 calls in a real-time manner from their workstations on the RIA LAN/WAN. Additionally, supervisor "client software" is included which allows various police and fire supervisors to view real-time call activity from their desktops. This system is also capable of monitoring/recording all incoming phone lines that the public might use to contact

the post. Upon receipt of a 9-1-1 call, ANI/ALI data is transmitted to this system, which is then indexed to the recording of this call.

- Back-up Generator: All E9-1-1 equipment is powered by several individual uninterruptible power supplies installed at each call taker position and at the post communications building. The buildings that house the primary call taker positions and the post communications building that houses the other E9-1-1 equipment (servers, voice logging recorder, etc) all have diesel generators as backup power supplies. These generators are maintained by our Public Works Department and inspected on a weekly basis.
- Location of alternate PSAP for backup: Rock Island PSAP will provide backup to the Arsenal PSAP.
- Will everyone in the municipality or county be included in the system: Yes.
- Are there citizens residing in the police, fire or emergency medical agencies jurisdiction who can't dial 9-1-1? No.
- How are rural residences addressed for the data base? N/A.
- Explain all aspects of the data base, i.e., how often is it updated, where is it located, etc.: All addresses at the Arsenal will be readdressed and added to Rock Island County's database, located at Intrado. Updates will be made on a daily basis to staff at Intrado.
- Is the selective router being provided by the local exchange carrier via tariffed rates or will it be a county/city/ETSB owned or leased selective router: The selective router will be provided by SBC's 9-1-1 network via ISDN PRI with caller-id.

Additional information is provided in the attached Memorandum of Understanding between the Rock Island County Emergency Telephone System Board and the US Army Garrison-Rock Island Arsenal.